Appendix C – Services and Pricing

Desktop and Laptop Standard Configurations

Dell Desktops		
Components	**Low End-User**	**High End-User**
Chassis Style	Small Form Factor	Minitower
Chip	Intel Pentium D or AMD equiv.	Intel Pentium D or AMD equiv.
Processor/Clock Speed	915/2.80GHz (P4 3.2GHz equiv.)	945/3.4GHz (P4 3.4GHz equiv.)
Memory	1GB	2GB
Hard Drive	80GB	160GB
Optical Drive	DVD+/-RW with software	DVD+/-RW with software
Operating System	MS Win XP Pro	MS Win XP Pro
Network Card / Sound	Integrated	Integrated
Video/Graphics	Integrated	128MB
Speakers	Internal	Internal
Floppy Drive	No	No
Keyboard	Standard 104+ USB	Standard 104+ USB
Mouse	2 Button Entry w/Scroll USB	2 Button Entry w/Scroll USB
Warranty	3 yr NBD	3 yr NBD
Asset Tracking	Asset Discovery, Asset Management, Software Distribution	Asset Discovery, Asset Management, Software Distribution
Unwind/End of Engagement	Future disposal of two items (CPU & monitor)	Future disposal of two items (CPU & monitor)
Per Seat Per Year Pricing	**$ 323.87 ****	**$ 374.65 ****

Dell Notebooks		
Components	**14" Notebook**	**15" Notebook**
Chip	Intel CoreDuo or AMD equiv.	Intel CoreDuo or AMD equiv.
Processor/Clock Speed	T 2300 1.66 (P M 1.86 equiv.)	T 2400 1.83 (P M 2.0 equiv.)
LCD Resolution	WXGA	WXGA
Memory	1GB	1GB
Hard Drive	60GB	60GB
Optical Drive	DVD+-RW with software	DVD+-RW with software
Operating System	Win XP Pro	Win XP Pro
Modem	Internal 56k	Internal 56k
Network Card	Integrated	Integrated
Sound / Graphics	Integrated	Integrated
Floppy Drive	No	No
AC Adapter / Battery	Yes	Yes
Wi-Fi (802.11) miniPCi card	Integrated 802.11b/g	Integrated 802.11b/g
Warranty	3 yr NBD	3 yr NBD
Asset Tracking	Asset Discovery, Asset Management, Software Distribution	Asset Discovery, Asset Management, Software Distribution
Unwind/End of Engagement	Future disposal of two items (Notebook & monitor)	Future disposal of two items (Notebook & monitor)
Per Seat Per Year Pricing	**$ 510.27 ****	**$ 553.57 ****

** Note: Does not include one time setup fee for the Asset Management Software. Cost contained in Core List of Services. Per seat pricing included above is based on a three-year engagement.

Asset Tracking

Bronze	Asset Discovery, Asset Management, Software Distribution	$ 6.16	Per Seat Per Month

The following three services are included in Dell's "base" asset tracking service:

Asset Discovery. Dell Managed Services (DMS) will enable a Texas DIR Client to automatically discover all IP-based network devices (desktops, servers, printers, routers, etc.) segmented by IP subnet, network range, and SNMP community string; and provide Client access to such information via the Dell Control Center (DCC). This Service will provide the Texas DIR Client multiple options to schedule scans of its network environment, provide notification of scan completion, and provide reporting by both device type and vendor.

Asset Management. Dell Managed Services (DMS) will enable Texas DIR Clients to track and retrieve information regarding the user identity and hardware and software configuration from all Systems, and provide Client access to such information via the DCC. Hardware and software configuration information retrieved will, at a minimum, include: System identification by user, location, status and connection to the network (WAN or remote); hardware type and configuration (CPU, RAM and HDD distribution); and software tracking and usage for both packaged and customized applications (total installed copies across all Systems, usage frequency segmented by System and software title). If the Texas DIR Client inputs the necessary information, Dell's Client will also be able to track software license data (identifying unauthorized software, software usage exceeding licenses and unused licenses) and financial information for hardware and software at the asset level, including tracking of purchase costs, vendor details and warranty information. This Service will also enable Clients to take over Systems through a LAN-based remote control.

Software Distribution. Dell Managed Service (DMS) will enable a Texas DIR Client to deploy Packages or upgrades for Windows-based systems (created by Client, by third parties or by DMS) in Client's Package Library. Client Users will have the ability to request Packages from Client's Package Library via e-mail. Through the DCC, Client's IT administrators will be able to distribute Packages to Systems in response to a request, system-wide or in another manner, and obtain information regarding the status of deployment efforts. DMS does not warrant the operation of any Packages that are not developed by DMS.

Break/Fix Vendor Owned

Dell's "Base" Break/Fix Vendor Owned service will be next business day response as described below.

Designed to provide a base level of customer security, Next Business Day (NBD), Onsite Response Service[1] places a Dell-trained technician at your location the following business day, if necessary, following phone-based troubleshooting.

Benefits Include:

- A single point of accountability for your complete service and support requirements
- Convenience – Dell maintains records of all service incidents, including calls to Dell Tech Support and onsite repairs
- Affordable protection for your technology investment
- A variety of customizable support options to give you the flexibility to design a cost-effective program to meet your unique requirements
- An award-winning service and support team with outstanding service performance metrics
- Dell's strengths in remote and E-support services to quickly resolve your problems

With Next Business Day, Onsite Service contracts, calls dispatched by Dell Technical Support before 5:00 PM local customer time will receive a response on the next business day. In the case of calls dispatched after 5:00 PM local customer time, the service technician may take an additional business day to arrive at your location. The actual response time on the next business day is dependent upon parts delivery to the technician for the customer's local area. Once the part is received, the technician will attempt to call the customer directly to schedule a specific time that is convenient to deliver the service that day.

Unwind/End of Engagement

Equipment Pickup (Future – two items; CPU/Notebook plus monitor)	The customer will box the old system using own packaging and coordinate the pickup at the customer's convenience.	$ 0.97	Per Seat Per Month (36 month period)

Dell's base Unwind/End of Engagement for Texas DIR customers includes the following:

- Dell Shipping labels and instructions are sent to the Texas DIR customer.
- The Texas DIR customer will box the old system using own packaging and coordinate the pickup at the customer's convenience.
- Dell will Pick-up of the asset
- Dell will either dispose or remarket the asset(s) as described in the following materials.
- Please note pricing present is on a per-item basis; a PC and monitor is considered two items.

Dell's Asset Recovery Services includes desktops, notebooks, servers, storage or networking devices, monitors, printers, projectors, miscellaneous electronic equipment, and computer peripherals such as keyboards and mice. Dell will transport and dispose of any IT asset from any manufacturer, including Macintoshes. The following information provides a detailed description of Dell's Service Level Agreement as well as additional information on Dell's Pickup, Processing, Reporting, Data Security, Asset Remarketing, Qualifications, Summary of Experience, and Pricing Summary capabilities.

Equipment Pickup Equipment — Pickup includes the pickup and delivery of equipment to Dell's recovery center. Dell arranges for pick up and shipping. Transportation fees are included in the service. Logistics provider contacts the customer to schedule a pick up. Pick ups are scheduled during normal business hours Monday through Friday, 8:00 a.m. to 5:00 p.m., local time, excluding holidays. Pick ups must be scheduled at least 72 hours before the pick up request date. Any changes to scheduled pick ups must be done with at least 48 hours notice before the pickup date. For equipment packed by Dell, Dell will arrange for packing and consolidate the equipment to a central ground level location on the customer site.

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[1] Service may be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Subject to parts availability, geographical restrictions and terms of service contract. Service timing dependent upon time of day call placed to Dell. U.S. only.

The customer must provide Dell with a contact name, phone number, email address, and physical address of the equipment location, as well as any additional information concerning the location of the equipment that may be of assistance in ensuring a satisfactory pick up. Dell will require a customer contact to be present at the pickup site to direct the Dell carrier to the equipment to be removed.

Dell requires a minimum of a 10 pieces (5 systems) for Dell-packaged equipment per pickup. For recycling, there are no machine minimum specifications or requirements. For value recovery, Dell publishes a monthly price list to show how much value will be returned to the customer for particular equipment. Dell will make every effort to resell any equipment if the customer chooses the value recovery option.

Equipment Processing — Equipment processing includes equipment receipt, recording, and tag removal by Dell. This processing also includes the resale of equipment with remaining value or the recycling of equipment with no remaining value. For each computer, monitor, and printer, Dell records the make, model number, manufacturer, serial number, and property/asset tag number. For all other items, Dell records the serial number, property/asset tag number, weight (large sized pieces), and a description sufficient to identify the item.

Dell will remove all customer property/asset tags from the material and record the cosmetic condition of the material. For each computer, monitor, and printer, Dell will sort the equipment based on the possible resale opportunity of the equipment. All equipment sorted that may have possible resale value will go through a functional and cosmetic test process to determine remarketing worthiness.

For material considered a personal computer, Dell will test the component to see if it boots to the operating system and, if possible, will report pertinent system information.

Equipment that meets the functional and cosmetic requirements will be resold based on the Used Equipment Purchase Price (UEPP) schedule for the month in which the equipment was received. The customer will be reimbursed this amount. Prior to the resale of the equipment, Dell will perform a destructive overwrite process or physical destruction of each hard drive received. Dell has created an ISO controlled Hard Drive Data Destruction/Data Security procedure that is used to audit Dell environmental partners. on-site audits are completed at least quarterly by either Dell or a third-party auditor. The destructive overwrite process will be in compliance with Department of Defense Specification 5220. Out of box audits and manual/automatic character overwrite audits check whether drive sectors have been destructively overwritten. If the drive is non-functional, it will be destroyed. Environmental partners are required to provide monthly metrics on the success of the data overwrite process.

Equipment that fails the functional or cosmetic test may be recycled. For equipment that should be recycled, Dell will dispose of used equipment in such a manner as to meet Local, State, and Federal requirements and guidelines.

New government regulations regarding the security of information contained on computer hard drives have caused concern and confusion for many companies over the proper disposal of computer equipment. Dell reduces this concern by removing all tags/labels on equipment that could identify the customer and by using a destructive overwrite process or physically destroying hard drives with no remaining value. Dell also uses sanitizing applications such as Datagone and Acronis. These suppliers have met the strict requirements to become a Dell supplier.

Equipment Disposition (Recycling) — Equipment disposition includes equipment receipt, recording, and tag removal at Dell. For each computer, monitor, and printer, Dell records the make, model number, manufacturer, serial number, and property/asset tag number. For all other items, Dell records the serial number, property/asset tag number, weight (large sized pieces), and a description sufficient to identify the item. Dell will remove all customer property/asset tags from the material. Dell will dispose of used equipment in such a manner to meet Local, State, and Federal requirements and guidelines. Dell will perform a physical destruction of each hard drive received.

Controlling the waste stream is at the heart of Dell's Asset Recovery Services. Dell has specific language in the agreements with its environmental partners mandating that equipment is disposed of in an environmentally approved manner. For example, contractual language requires no landfill or export of environmentally sensitive material. Moreover, Dell requests that our Tier 1 suppliers use similar language in contracts with their Tier 2 and Tier 3 suppliers.

Dell leverages partners to drive asset recovery services. These environmental partners have completed Dell's qualification and on-boarding process. Dell uses the following criteria to determine their qualifications – environmental reputation, years in business, financial stability, disposal services, waste stream control, scalability, and geographic coverage. Dell's intent is to create a coverage model similar in scope and reach as that of Dell's hardware delivery.

Reporting

Dell will provide the customer with settlement reports and certificates of disposal.

- **Settlement Report** — includes a detailed list of equipment received for disposition and lists each specific resold piece's resale value as well as documentation of any recycled equipment. This report is typically available within 30 days from pickup. These reports will be available electronically

- **Certificate of Disposal** — verifies that the equipment received under a specific tracking number has, or will have, the data destroyed by using an automated script or, in the case of nonfunctional hard drives, by destroying the hard drives. This report also verifies that any recycling was done in accordance with Federal, State, and Local rules and regulations.

Dell's detailed information regarding our customers can be combined with Asset Recovery Services reporting to provide extensive information for the customer. For example, Dell can provide system type, serial number, basic product configuration, receipt date, certificate of disposal, and price at which equipment was sold.

Dell provides both a recycle and a value recovery service. Based on the specific service, Dell identifies equipment by specific nomenclature that is transmitted electronically to both our logistics and environmental partners. Should logistical processes lack proper nomenclature, the environmental partners are directed to contact Dell for confirmation of service.

Asset Remarketing

Dell uses a consignment process to sell equipment. Dell receives a monthly price list of resell values for equipment that is published to the customer. The customer value for a product is based on the time in which it is returned and the condition of the equipment. If equipment meets minimum requirements for a functional system, the customer will receive the value stated in the monthly price guide for that equipment. If value is received in excess of the monthly price guide, Dell will also return the additional value to the customer.

Upon receipt of value, Dell performs a 90/10 revenue split, with the customer receiving 90% of the recovered value.

Core List of Services – 36 Month Period

Service Category	Description	Final Price	Unit of Measure
Installation Services			
PC / Laptop	Deployment,1 GB data migration & Offsite trash removal	$ 3.10	Per Seat Per Month
Asset Tracking Offerings			
Bronze	Asset Discovery, Asset Management, Software Distribution	$ 6.16	Per Seat Per Month
	One Time Setup fees for asset management software	$3,100.00	Level 1: 1 – 200 seats
		$6,200.00	Level 2: 201 – 500 seats
		$12,500.00	Level 3: 501 – 5,000 seats
Unwind Offerings			
Equipment Pickup (**Immediate**) – Desktop/Laptop & Monitor – 2 items (Monitor = 1 Item; CPU =2nd item)	The customer will box the old system using own packaging and coordinate the pickup at the customer's convenience.	$1.61	Per Asset Per Month Per Item (36 months)
Equipment Pickup (**Future**) – Desktop/Laptop & Monitor – 2 items (Monitor = 1 Item; CPU =2nd item)	Offering is bought on new equipment for its future disposal.	$ 0.97	Per Asset Per Month Per Item (36 months)

Price Note: per seat per month prices are based on a 36 month use period.

Complete List of Services – Assuming 36 Months of Services

Service Category	Description	Final Price	Unit of Measure
Provisioning - Bronze	Web-based Ordering (premier pages)	$ 0	n/a
Provisioning - Silver	Dedicated Inside Sales Rep	$ 0	n/a
Provisioning - Gold	Dedicated Outside Sales Rep	$ 0	n/a
Help Desk Services			
Bronze	Basic Help Desk	$ 21.01	Per Incident *
Silver	Comprehensive Service Desk	$ 22.55	Per Incident *
Gold	Modular Service Desk	$ 25.63	Per Incident *

* Costs do not include startup costs (Transition and Due Diligence)

Service Category	Description	Final Price	Unit of Measure
On-Site Support and MACs Services			
Bronze	Basic deployment services	$ 69.09	Per Incident
Silver	Deployment plus data migration	$ 100.08	Per Incident
Gold	Deployment, data migration & Offsite trash removal	$ 111.60	Per Incident
Remote Support Services			
Bronze	Remote takeover for Service Desk agents	$ 176.58	Per Agent License
Silver	Remote takeover for SD and 3rd party agents	$ 176.58	Per Agent License
Gold	Remote takeover for SD, 3rd party and Break/Fix resrouces	$ 176.58	Per Agent License
Network Management Service Level			
Network Mgt PMO Startup Fee	Start up Project Management	$ 62,537.60	One Time
Network Management (Monthly Charges) PMO	Montlhy Project Management	$ 48,187.64	One Time
Network Management Licensing 100-2500 Nodes (Bronze)	Fault monitoring, performance management and reporting	$ 159,683.40	One Time
Network Management (Monthly Charges) 100-2500 Nodes (Bronze)	Fault monitoring, performance management and reporting	$ 6,687.60	Per Month
Network Management Licensing 100-2500 Nodes (Silver)	Fault monitoring, performance management, carrier management and reporting	$ 161,565.32	One Time
Network Management (Monthly Charges) 100-2500 Nodes (Silver)	Fault monitoring, performance management, carrier management and reporting	$ 11,139.54	Per Month

Network Management Licensing 100-2500 Nodes (Gold)	Fault monitoring, performance management, carrier management and reporting	$ 159,683.40	One time
Network Management (Monthly Charges) 100-2500 Nodes (Gold)	Fault monitoring, performance management, carrier management and reporting	$ 13,551.50	Per Month

Software Offerings			
Bronze	Custom Factory Imaging (CFI)	$ 0.81	Per PC Per Month (36 month)
Silver	CFI, Image Builder & Asset Tagging	$ 1.03	Per PC Per Month (36 month)
Gold	CFI, Image Builder & Asset Tagging	$ 1.26	Per PC Per Month (36 month)
Asset Tracking Offerings			
Bronze	Asset Discovery, Asset Management, Software Distribution	$ 6.16	Per Seat Per Month
Silver	Asset Discovery, Asset Management, Software Distribution, Patch Management, Virus Protection	$ 12.60	Per Seat Per Month
Gold	Asset Discovery, Asset Management, Software Distribution, Patch Management, Virus Protection, On-line Backup 5 GB, Theft Recovery	$ 27.50	Per Seat Per Month

Security Offerings			
PMO Startup for Security Management	Start up Project Management	$ 62,537.60	One time
Security Management (Monthly Charges) PMO	Monthly Project Management	$ 54,551.70	Per Month
Security Management Licensing 100-2500 Nodes (Bronze)	Software fee	$ 55,482.46	One Time
Security Management (Monthly Charges) 100-2500 Nodes (Bronze)	Monthly fee	$ 22,737.84	Per Month
Security Management Licensing 100-2500 Nodes (Silver)	Software fee	$ 50,321.43	One Time
Security Management (Monthly Charges) 100-2500 Nodes (Silver)	Monthly fee	$ 33,438.00	Per Month
Security Management Licensing 100-2500 Nodes (Gold)	Software fee	$ 64,936.24	One Time
Security Management (Monthly Charges) 100-2500 Nodes (Gold)	Monthly fee	$ 50,825.76	Per Month
Training Offerings			
Training (Bronze)	User Guides	$ -	
Training (Silver) Cost per class varies by Subject	Computer Based Training (CBT)	$ 114.86	Per CBT
Training (Gold)	Instructor Lead Training *	$ 17,405.55	Per Class

Reporting Offerings			
Standard Reporting	Existing Reports	$ -	
Custom Reports	Custom Reports	Custom Reports may or may not require additional costs	
Unwind Offerings			
Equipment Pickup (Immediate – one item)	The customer will box the old system using own packaging and coordinate the pickup at the customer's convenience.	$ 29.00	Per Item
Equipment Pickup (Future – one item)	Offering is bought on new equipment for its future disposal.	$ 17.40	Per Item
Break/Fix Offerings			
Pentium PC (Bronze) PPM	Next Business Day Response Services	$ 6.45	Per Seat Per Month
Pentium Active Matrix Laptop (Bronze) PPM	Next Business Day Response Services	$ 12.07	Per Seat Per Month
Local Printer (Bronze) PPM	Next Business Day Response Services	$ 10.32	Per Seat Per Month
Mid-Range Printer (Bronze) PPM	Next Business Day Response Services	$ 22.88	Per Seat Per Month
High-End Printer (Bronze) PPM	Next Business Day Response Services	$ 27.17	Per Seat Per Month
Mid-Range Printer - Color (Bronze) PPM	Next Business Day Response Services	$ 38.71	Per Seat Per Month
Low End Server (Bronze) PPM	Next Business Day Response Services	$ 21.15	Per Seat Per Month
Mid Range Server (Bronze) PPM	Next Business Day Response Services	$ 36.71	Per Seat Per Month
High End Server (Bronze) PPM	Next Business Day Response Services	$ 81.08	Per Seat Per Month
Pentium PC (Silver) PPM	4 Hour Response Services	$ 5.12	Per Seat Per Month
Pentium Active Matrix Laptop (Silver) PPM	4 Hour Response Services	$ 12.07	Per Seat Per Month
Local Printer (Silver) PPM	4 Hour Response Services	$ 9.36	Per Seat Per Month
Mid-Range Printer (Silver) PPM	4 Hour Response Services	$ 21.06	Per Seat Per Month
High-End Printer (Silver) PPM	4 Hour Response Services	$ 26.49	Per Seat Per Month
Mid-Range Printer - Color (Silver) PPM	4 Hour Response Services	$ 35.98	Per Seat Per Month
Low End Server (Silver) PPM	4 Hour Response Services	$ 17.99	Per Seat Per Month
Mid Range Server (Silver) PPM	4 Hour Response Services	$ 34.01	Per Seat Per Month
High End Server (Silver) PPM	4 Hour Response Services	$ 81.57	Per Seat Per Month

* Break/Fix support costs assume all equipment is still covered by an the OEM warranty

** In warrant Dell equipment covered at no additional charge